

## Request for Housing Tenancy and Sustaining Services

### This is the summary heading

After securing permanent housing, participants can begin to work on self-identified needs or goals, such as health care, substance use, education, employment, financial literacy, or family/youth counseling services.

If you identify an individual of any age or family who may need help, this guide gives information about a program for tenancy and sustaining services available to eligible Medi-Cal members. It includes eligibility requirements, coverage limits and the role of the housing tenancy provider.

### Members must meet criteria to be eligible

Certain criteria are used to decide Medi-Cal member eligibility for Housing Tenancy and Sustaining Services. Some of the eligibility requirements are listed below and include members who:

- Received Housing Transition/Navigation Services in counties that offered these services; or
- Are prioritized for a permanent housing unit or rental subsidy through the local homeless Coordinated Entry System (CES); or
- Meet the Housing and Urban Development (HUD) definition of homelessness, and are receiving enhanced care management, or are at risk of higher utilization; or
- At risk of homelessness due to having significant barriers to housing stability and meet one of the following:
  - Have one or more serious chronic conditions.
  - Have a serious mental illness; at risk of institutionalization or overdose; required residential service due to substance use disorder (SUD); have a serious emotional disturbance (children and adolescents).

**Go to the online COVID-19 alerts page for info about COVID-19 vaccines!** At [cahealthwellness.com/providers](https://www.cahealthwellness.com/providers) > **California Health & Wellness Alerts: COVID-19 > Updates on Coronavirus**, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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### THIS UPDATE APPLIES TO:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

### Online Access

[www.CAHealthWellness.com](https://www.CAHealthWellness.com)

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQs
- Secure messaging
- Prior Auth Code Checker Tool
- Clinical guidelines
- California Health & Wellness news
- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, or correct claims
- Submit authorizations or check authorization status

### Call Us at 877-685-0305

Monday to Friday  
8 a.m. to 5 p.m. (PT)

### Fax Numbers

**Prior Authorizations:** 866-724-5057

**Concurrent Review:** 855-556-7910

**Admissions:** 855-556-7907

**Appeals:** 855-460-1009

**Case Management:** 855-556-7909

### Pharmacy

**Medi-Cal Rx** – Self-administered drugs and supplies obtained under the pharmacy benefit

- Prior auth fax: 800-869-4325
- Help Desk: 800-977-2273

**AcariaHealth** – Specialty Pharmacy

- Prior auth fax: 855-217-0926
- Phone: 855-535-1815

**CHWP Pharmacy Dept** – Provider-administered drugs requiring prior auth

- Prior auth fax: 877-259-6961
- Phone: 877-658-0305

**Medication Prior Authorization Form is available at**

[www.CAHealthWellness.com](https://www.CAHealthWellness.com).

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- Transition-age youth with significant barriers to housing stability.

### **Know coverage limits**

This service is covered once per lifetime. Initial authorization is for a 12-months period. Extensions are allowed after the initial 12 months in 6-month increments based on medical necessity.

### **Role of the housing tenancy providers**

Housing tenancy providers should:

- Be experienced in providing services, such as unemployment, education, health needs, and counseling, and have collaborative relationships with local agencies who they can refer to when requested services outside the scope of the tenancy service provider.
- Have the capacity and experience in managing complex caseloads while working with participants.
- Understand the unique challenges and trauma that each participant might be processing and can provide the expertise and resources to help overcome those challenges as they arise.

The housing tenancy provider confirms eligibility, identifies the support services needed and develops an individual housing support plan with the member. Services given by housing tenancy providers include:

- Provide early identification and intervention for behaviors that may jeopardize housing.
- Provide education and training on the roles, rights, and responsibilities of the tenant and landlord.
- Provide coaching on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy.
- Coordinate with the landlord and case management provider to address identified issues that could impact housing stability.
- Assist in resolving disputes with landlords and/or neighbors to reduce risk of eviction or other adverse action including developing a repayment plan or identifying funding in situations in which the Member owes back rent or payment for damage to the unit.
- Advocate and link with community resources to prevent eviction when housing is or may potentially become jeopardized.
- Assist with benefits advocacy, including assistance with obtaining identification and documentation for SSI eligibility and supporting the SSI application process.
- Assist with the annual housing recertification process.
- Coordinate with the tenant to review, update, and modify their housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers.
- Continue to assist with lease compliance, including ongoing support with activities related to household management.
- Provide health and safety visits, including unit habitability inspections.
- Provide other prevention and early intervention services identified in the crisis plan that are activated when housing is jeopardized.
- Provide independent living and life skills, including assistance with and training on budgeting, including financial literacy and connection to community resources.

### **Where to refer members for Housing Tenancy and Sustaining services**

Use the below resource to connect Medi-Cal members to housing services and other supportive services, such as financial assistance, food pantries, medical care and other no-cost or reduced-cost help:

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1. **Use findhelp:** Search for CS program and/or no-cost or low-cost direct services to support members with social determinants of health (SDOH) needs. The platform makes it easy to use to refer members to CS providers and close the loop on referrals.

Follow the steps below to begin a search.

1. Go to <https://communitysupportsecm.findhelp.com/>.
  2. Enter a ZIP Code and click search.
  3. Choose a topic from the top, then select a subtopic. Services vary based on the ZIP Code.
  4. Select the CS provider or service that best meets the member's needs.
2. **Use the provider directory:** If you identify a member who qualifies for CS, use the provider directory to identify a CS provider to refer the member to, and contact the CS provider based on the directory contact information to provide the member's information. Provider directory can be found on the CalAIM Resources for Providers page at [www.cahealthwellness.com/providers/CalAIM](http://www.cahealthwellness.com/providers/CalAIM).

### **Additional information**

Providers are encouraged to access CHWP's provider portal online at [www.CAHealthWellness.com](http://www.CAHealthWellness.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CHWP at 877-658-0305.